

Inventor One Given Name :  
Family Name ::  
Postal Address Line One ::  
City ::  
State/Province ::  
Country ::  
Postal or Zip Code ::  
City of Residence ::  
State/Prov. of Residence ::  
Country of Residence ::  
Citizenship ::

Michael P.  
Lilly  
378 Patten Hill Road  
Candia  
NH  
USA  
03034  
Candia  
NH  
USA  
USA

#### Correspondence Information

Correspondence Customer Number ::

021323

#### Application Information

Title Line One ::  
Title Line Two ::  
Total Drawing Sheets ::  
Formal Drawings ::  
Application Type ::  
Docket Number ::

SYSTEM AND METHOD FOR DETERMINING AND  
REDUCING CUSTOMER SERVICE IMPACT  
20  
Yes  
Utility  
LLY-004

#### Representative Information

Representative Customer Number ::

021323

#### Continuity Information

This application is a ::  
> Application One ::  
Filing Date ::  
which is a ::  
>> Application Two ::  
Filing Date ::  
This application is a ::  
> Application Three ::  
Filing Date ::  
which is a ::  
>> Application Four ::  
Filing Date ::  
Patent Number ::  
which is a ::  
>>> Application Five ::  
Filing Date ::  
Patent Number ::  
This application is a ::  
> Application Six ::  
Filing Date ::

Continuation-in-Part  
09/421,834  
October 20, 1999  
Claims benefit of  
60/105,129  
October 21, 1998  
Continuation-in-Part  
09/593,336  
June 14, 2000  
Continuation  
09/065,932  
April 24, 1998  
6,088,626  
Continuation  
08/250,179  
May 27, 1994  
5,787,000  
Claims benefit of  
60/160,447  
October 19, 1999

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